

CLUBHOUSE RETURN **CLACTON ON SEA GOLF** **CLUB**



OUR RE-OPENING GUIDE
TO PREPARE YOU FOR THE NEW NORMAL

CONTENTS

Rules and guidelines

Customer journey

Limited menu

Employee health and food safety

Opening Hours

Maintaining social distancing

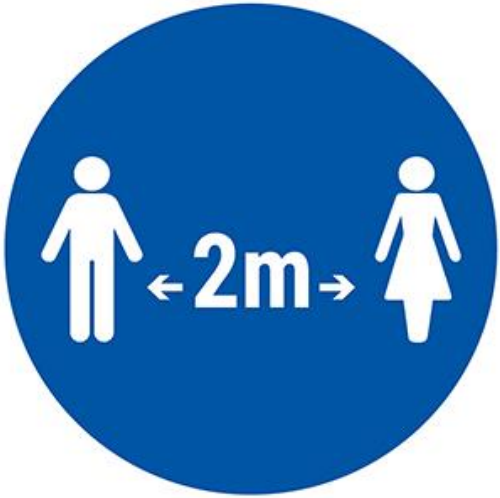
COVID-19 risk assessment

Staff training & cleaning schedule

RULES AND GUIDELINES



**Social distancing
in operation**



**Please stay
at least 2m apart**

Always follow direction indicators and signage

2m Social Distancing will remain in place throughout the clubhouse


Chairs and furniture not to be moved, customers to sit 2 meters apart, irrespective of whether they are from the same household

Most important for us is the safety of staff and members

If you feel unwell, or display any symptoms of COVID-19, please DO NOT come to the golf club


CUSTOMER JOURNEY

For Clubhouse Facilities

- Before or after you have finished your round, should you need to use the toilet, please use the disabled toilet in the foyer for men and the ladies changing room toilet facilities for ladies, The men's toilets in the locker room should be open for Saturday July 4th, but the lockers themselves and the showers will remain strictly out of bounds. This is an inconvenience, but until we get the go ahead from the government and/or the golfing ruling bodies we must comply.
 - Use hand sanitising soap after using the facilities, following hand washing guidance
 - Entering and exiting the Clubhouse for food, drink or the toilet is via the electric back door adjacent to the pro shop, please keep to the left when entering or exiting the main Clubhouse. The main front door will remain closed, but will be opened for disabled visitors when requested to.
 - After your round, once the Club house is open, please store your golf clubs and trolleys away from the patio area and Golf Store access if you are staying for food and/or drink
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CUSTOMER JOURNEY – PAYMENT £££££

For Clubhouse Facilities

- In order to protect our staff further, for the foreseeable future the Club will not be taking cash in the bar or restaurant under any circumstance
 - You will be able to top your card up using a contactless card payment method up to the value of £45
 - You can top your card up away from the Club using your PC and searching for www.HowDoIPay or by logging onto the ClubV1 members app and topping up here
 - We will not be offering any cash back – there will be no cash in the tills
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CUSTOMER JOURNEY

For Bar & Catering Facilities

Inside the Clubhouse

- Enter via the rear electric door
- Follow 2m social distancing lines
- Stop at the sanitising station, you **MUST** sanitise your hands, and take a moment to read our signage
- You must sign the registration book - Your details will be taken in accordance with Government track & Trace guidance
- One person to order at the till and pay using your Club card – please give your number only. **You will be able to top your card up using a contactless card ONLY! - Cash will not be accepted**

Do not move tables and chairs around – only 2 chairs per table

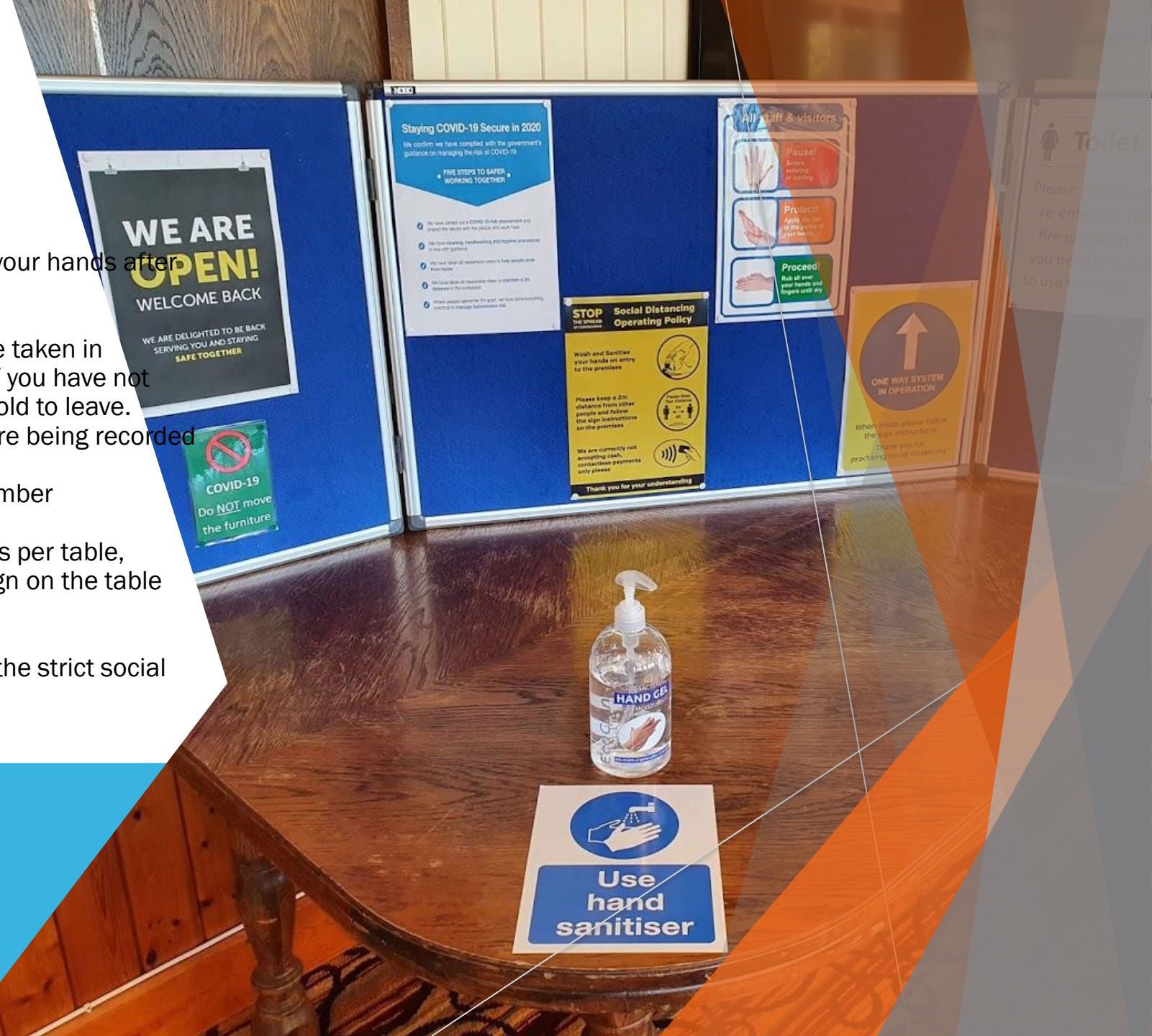


CUSTOMER JOURNEY

For Bar & Catering Facilities

Outside the Clubhouse (patio)

- Order food and drinks using the bar intercom, sanitise your hands after use
- You must sign the registration book - Your details will be taken in accordance with Government track & Trace guidance. If you have not signed the book you will not be served and you will be told to leave. Random checks will be carried out to see that names are being recorded
- One person to order, giving your club card and table number
- Do not move tables or chairs around – only 3 to 4 chairs per table, depending upon the size of the table. There will be a sign on the table telling you the maximum seated capacity
- You are allowed to stand up outside provided you obey the strict social distancing rules and the rules put in place by the Club



CUSTOMER JOURNEY

- Please do not move the chairs or tables, as these have been placed in line with government guidance and the Clubs' decision to maintain 2m distancing
- If you want to order more items, please return to the bar in the clubhouse and wait your turn to be served.
- Outside, please order using the Club bar intercom
- If you need to use the Club house facilities during your time at the Club, if sitting inside then enter and exit via the main double doors. If you are outside then entry to the Club house is by using the rear electric door and exiting in the same way (the electric door on the patio must not be used as an entrance to the bar)
- The men's toilet will have the middle urinal and toilet cubicle closed for use until further notice. The ladies middle cubicle will also be closed.



LIMITED MENU

19th Catering will be providing a limited menu.

Menu's will be situated at ordering points and paper disposable menus will be available should you need one.

Most condiments will be in packets or sachets and the cutlery will be delivered with your food.

Tables will be cleared and sanitised after use.
Please do not sit at a table that has dirty glasses and/or plates and cutlery until it has been properly prepared.





MAINTAINING SOCIAL DISTANCE

Outside, we will have set the tables up to allow a group of three or four to sit together whilst maintaining a distance of 1-2m.

You **MUST NOT** move these chairs or tables as this will effect the distance you are away from other customers. If you do move furniture, you will be asked to leave

We have a dedicated entrance & exit from the main lounge, please adhere to this and follow the signage to maintain social distancing at all times

These rules are here to protect our staff, visitors and YOU

Although the government have announced the new 1m PLUS rule, the club will be applying a 2m distance where possible to ensure the safety of all members and staff

Once seated, please limit your movement around to essential movement only

SEATING INSIDE & OUTSIDE

The whole experience is going to be different – very different

Where possible we 're asking members and guests to sit outside

Seating inside is still available

Seating inside is limited to 2 chairs per table and all chairs will be 1-2m apart

Tables and chairs MUST NOT be moved

MAXIMUM NUMBER OF GUESTS TO BE SEATED IN EACH AREA:

- MAIN LOUNGE = 50
- DECKING = 8
- OUTSIDE PATIO = 54 - 72
- TOTAL: = 112 - 130

- Standing is permitted outside provided social distancing rules are adhered to

If we do not have enough space members will be asked to come back another time ; very limited queuing will be allowed/provided for



STAFF

PPE has been supplied and training is in place for all staff on their return

Staff temperatures will be checked each day on arrival to the golf club

Food preparation areas will be cleaned regularly using our sanitising solutions

We aim to have staff doing specific roles and duties to prevent cross-contamination

All staff will be frequently washing their hands following government guidance on how to effectively wash hands using sanitising soap

All staff have been trained on how to deal with COVID-19 safely and have completed a “Prevent COVID-19” course



SERVICE



For the type of business we are, the safest way to operate for both staff and members, is the way we have set out the main lounge



Place your orders at the bar/till, having used the 2m queuing system

A large menu will be at the bar for you to read – the normal menus you hold will not be available for obvious reasons. There may be disposable paper menus if really necessary



Take your drinks to the table you have chosen at the bar when ordering



The food will be brought to your table by our team

OPENING HOURS



BAR OPENING HOURS

Sunday to Thursday
11am – 6pm TBC
Friday & Saturday
11am – 8pm TBC



KITCHEN OPENING HOURS

Monday – Sunday
11am – TBC



No limit on how long you
can stay in the bar &
catering facilities

However be mindful of all
members and their guests



You and your guests will be
welcome to visit at any point
during those opening hours

Please be aware that the member experience inside the clubhouse has changed, and any members reverting to old habits may now be breaching the new government guidelines and our ability to be a “COVID -19 SAFE VENUE”

- For example – coming to the bar to order a round of drinks, then going backwards and forwards, is not the scenario that can happen anymore. Only buy drinks for your table (inside 2 people maximum).

Any members or guests will be reminded of the rules if they are broken, and continuing to break the rules will result in the offender/s being asked to leave, failure to leave will be reported to the Club disciplinary committee as a serious breach of the Club rules

Respect the staff

- Staff are there to help us all through these new times safely
- They are enforcing the rules and guidelines set out by government and by the Club Board of Directors
- Please treat them with respect and courtesy as you our members have always done and please ensure that your guests are also respectful to the staff, members and any other visitors. As a member, it is you who are responsible for the behaviour of your guest/s.

RISK ASSESSMENT – (WILL BE AVAILABLE ON WEBSITE)

<u>Bar & Catering Risk Assessment</u>			
<u>Risk</u>	Likelihood of harm (scale 1-5)	<u>Response</u>	
Condiment bottles (ketchup, brown, mayo, salt pepper, vinegar) cannot now be shared	4	Introduce individually wrapped sachets and will be handed out as requested rather than left on tables available for customers to help themselves	4 = fairly high because if customers share the same bottle, and then consume the food with their hands into their mouth, the risk of the virus spreading from person to person is higher
Staff having to go out into the restaurant - contact with customers and having to collect contaminated used crockery, cutlery and glasses	3	Supply staff with PPE (gloves and face masks) when entering the restaurant	3 = although risk would be very high if the staff were not wearing PPE to protect them as they collected contaminated crockery, the risk is reduced as we are able to control this by providing PPE and training to the staff to prevent this
Customers coming into contact (less than the government 2 meters) with staff or other customers	5	Directional indicator arrows, one way system where possible, clear 2m signage in queue, tables and chairs spaced out 2m with signage telling customers not to move furniture, screens at the till	5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high
Customer contact with menus	4	Have taken away menus and replaced with large copies, laminated copies and throw away paper copies for customers to look at only and not handle, or to keep and throw away	4 = fairly high because if customers share the same menu, and then consume the food with their hands into their mouth, the risk of the virus spreading from person to person is higher
Customers or staff could bring the virus into our restaurant / premises	5	Signage asks anyone showing symptoms to not come in. All staff and customers are asked to use the hand sanitising station on arrival	5 = if you do not have signage or a hygiene station the risk of carriers or infected people bringing the virus into building is very high
Risk of customers contaminating the table and chairs where they have been sat	4	Staff will be COSH trained staff allowing them to clean the tables and chairs after each use, using our sanitising spray in accordance with effective directions	4 = when arriving at the table, customer is likely to touch the chair to sit down, and once seated, if talking/eating etc could put droplets from their mouth onto the table. Would be a 5 if we didn't have a sanitising station
Staff could contaminate food whilst preparing or delivering to customers	5	Staff requested to wear facemasks and gloves, which will be changed regularly as necessary	5 = without face masks the likelihood of droplets from staff speaking landing on the food whilst preparing and delivering is very high (ASSUMING WE ALL HAVE THE VIRUS!)
Staff could come into close contact with one another in a close working environment	5	Limit the amount of staff on at any one time, without increasing the risk of other tasks not being completed	5 = government guidance dictates to limit the spread people must stay 2 meters away, although it is allowed if not possible in the workplace, and therefore the risk of them spreading the disease is very high
Customers ignore social distancing rules and general COVID-19 government guidance	5	Regular checks will be made by staff with strict enforcement and zero tolerance on rule breakers	5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high
Small mens urinal toilets could easily lead to customers unable to keep 2m apart	5	Middle urinal and toilet cubicles (men's and women's) will be closed	5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high
Use of club facilities, door handles to toilets, toilets themselves, wash basins, all present risk of spread of COVID-19	5	Doors where possible are held open, signage reminding customers how to wash hands, where the sanitiser is, and sanitising soap all readily available and visible, toilets sanitised daily	5 = when using facilities, customer is likely to touch the toilet doors, lids, handles, flush, taps, and could put droplets from their mouth or germs on hands onto these surfaces
Temporarily removing face masks if a customer is hard of hearing or any other reason	2	Ask staff where possible not to touch facemasks but can be replaced if needed	2 = medium risk, staff have been trained, and will be washing hands regularly, risk of contaminating face mask is low
Cash payment would create contact between customers and staff, and the transfer of money between people could increase spread of COVID	5	Contactless payment only through bank card or members bar card	5 = touching money which many other people have touched which then goes into a till to touch lots of other money
Large number of people queuing at any one time in the clubhouse	2	We have maintained the 2m distancing and not reduced it to the 1m PLUS for queues	2 = we do not have a lot of customers arrive at once, given the nature of golf, and with tee times in place, the arrival of customers is staggered every 5-10 minutes anyway.

CLEANING ROUTINES

Toilets are cleaned and sanitised up to three times a day

These include all of the areas you touch;



As well as the above, we are also using a sanitising chemical on all door handles, taps, locks etc,



Tables and chairs in the bar & catering area will be cleaned and sanitised after each use. Tables outside will also be cleared, cleaned and sanitised after each use. Please do not sit at tables that need attention.

FINALLY, WELCOME BACK!

We are looking forward to welcoming you back into the bar and restaurant and to begin offering you our fantastic service once again

We will be continuing to deliver our successful food service

We hope you have taken the time to read this presentation thoroughly as it is vitally important we all follow the guidelines so we can stay open and continue to serve our members

Take care, we look forward to seeing you all very, very soon

